CLAIMS

What is claimed is:

1　1.　A method of monitoring one or more disparate computer systems for event errors,

2　comprising:

3　　　(a)　receiving an event alert from one of the computer systems formatted in a standard

4　　　　format comprising a business string which includes a plurality of fields of

5　　　　information indicative of the nature of an error;

6　　　(b)　determining the nature of the error by analyzing said business string; and

7　　　(c)　responding to the error.

2.　The method of claim 1 wherein the plurality of fields in the business string includes a customer identifier, a product code, and a product type.

3.　The method of claim 1 wherein the plurality of fields in the business string includes a customer identifier, a business designation, a product code, a product type, a managed object type, a type, an agent an a manager identifier.

1　4.　The method of claim 3 wherein said product code is indicative of a product selected from

2　the group consisting of an operating system, a hardware component, a network device, an

3　application, and a security feature.

1　5.　The method of claim 4 wherein said product type is indicative of a type corresponding to

2　the product code.

1   6.   The method of claim 3 wherein said business designation is indicative of a business type

2   selected from the group consisting production, solutions testing, development, and a disaster

3   recover.

1   7.   The method of claim 3, wherein further including receiving a plurality of event alerts,

2   storing said event alerts in a central database, and sorting said event alerts according to any one or

3   more of the fields in the business string.

1   8.   The method of claim 1 wherein said event alert also includes an error event identifier and a

2   severity level.

1   9.   The method of claim 1 wherein said event alert also includes an error event identifier, a

2   date and time, a server identifier, a severity level, and an error message.

1   10.   A method of monitoring one or more disparate computer systems for event errors,

2   comprising:

3   (a)   receiving an event alert from one of the computer systems;

4   (b)   formatting said event alert in a standard format comprising a business string which

5   includes a plurality of fields of information indicative of the nature of an error;

6   (c)   determining the nature of the error by analyzing said business string; and

7   (d)   responding to the error.

1   11.   The method of claim 10 wherein the plurality of fields in the business string includes a

2   customer identifier, a product code, and a product type.

1   12.   The method of claim 10 wherein the plurality of fields in the business string includes a

2   customer identifier, a business designation, a product code, a product type, a managed object type,

3   a type, an agent an a manager identifier.

1   13.   The method of claim 12 wherein said product code is indicative of a product selected from

2   the group consisting of an operating system, a hardware component, a network device, an

3   application, and a security feature.

1   14.   The method of claim 13 wherein said product type is indicative of a type corresponding to

2   the product code.

1   15.   The method of claim 12 wherein said business designation is indicative of a business type

2   selected from the group consisting production, solutions testing, development, and a disaster

3   recover.

1   16.   The method of claim 12, wherein further including receiving a plurality of event alerts,

2   formatting said event alerts in the standard format, storing said formatted event alerts in a central

3   database, and sorting said formatted event alerts according to any one or more of the fields in the

4   business string.

1   17.   The method of claim 10 wherein said event alert also includes an error event identifier and

2   a severity level.

1   18.   The method of claim 10 wherein said event alert also includes an error event identifier, a

2   date and time, a server identifier, a severity level, and an error message.

1   19.   A computer system, comprising:

2   an event manager; and

3   mid-level managers coupled to said event manager;

4   wherein said mid-level managers are adapted to receive error messages from disparate

5   client monitoring agents, said error messages comporting with a standardized

6   format that includes a business string, said business string includes a plurality of

7   fields of information indicative of the nature of an error.

20.   The computer system of claim 19 wherein said plurality of fields of information in the

business string includes a customer identifier, a product code, and a product type.

21.   The computer system of claim 19 wherein said plurality of fields of information in the

business string includes a customer identifier, a business designation, a product code, a product

3   type, a managed object type, a type, an agent an a manager identifier.

1   22.   The computer system of claim 21 wherein said product code is indicative of a product

2   selected from the group consisting of an operating system, a hardware component, a network

3   device, an application, and a security feature.

1 23.   The computer system of claim 22 wherein said product type is indicative of a type

2 corresponding to the product code.

1 24.   The computer system of claim 21 wherein said business designation is indicative of a

2 business type selected from the group consisting production, solutions testing, development, and a

3 disaster recover.

1 25.   The computer system of claim 19 wherein said error message also includes an error event

2 identifier and a severity level.

1 26.   The computer system of claim 19 wherein said error message also includes an error event

2 identifier, a date and time, a server identifier, a severity level, and an error message.

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